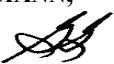




CITY COUNCIL

AGENDA REQUEST

AGENDA OF:	02-16-10	AGENDA REQUEST NO:	III-K
INITIATED BY:	LINDA DRAPP, ADMINISTRATIVE SECRETARY	RESPONSIBLE DEPARTMENT:	CITY SECRETARY
PRESENTED BY:	GLENDA GUNDERMANN, CITY SECRETARY	DEPARTMENT HEAD:	GLENDA GUNDERMANN, CITY SECRETARY 
		ADDITIONAL DEPARTMENT. HEAD (S):	N/A
SUBJECT / PROCEEDING:	MEETING CITY COUNCIL FEBRUARY 02, 2010 APPROVE MINUTES		
EXHIBITS:	MINUTES FEBRUARY 02, 2010		
CLEARANCES		APPROVAL	
LEGAL:	N/A	EXECUTIVE DIRECTOR:	N/A
PURCHASING:	N/A	ASST. CITY MANAGER:	N/A
BUDGET:	N/A	CITY MANAGER:	ALLEN BOGARD
BUDGET			
EXPENDITURE REQUIRED: \$		N/A	
CURRENT BUDGET: \$		N/A	
ADDITIONAL FUNDING: \$		N/A	
RECOMMENDED ACTION			
Approve the minutes of the meeting City Council February 02, 2010.			

EXHIBITS

STATE OF TEXAS §
COUNTY OF FORT BEND §
CITY OF SUGAR LAND §

CITY OF SUGAR LAND
CITY COUNCIL REGULAR MEETING
TUESDAY, FEBRUARY 02, 2010

REGULAR MEETING

The City Council of the City of Sugar Land convened in a regular meeting open to the public and pursuant to notice thereof duly given in accordance with Chapter 551, Government Code, Vernon's Texas Codes, Annotated, as amended, in Sugar Land City Hall within said City on Tuesday, February 02, 2010 at 5:30 o'clock P.M. and the roll was called of the members; to wit:

James A. Thompson, Mayor
Thomas Abraham, Council Member at Large, Position One
Jacqueline Baly Chaumette, Council Member at Large, Position Two
Donald L. Smithers, Council Member District One
Donald G. Olson, Council Member District Two
Russell C. Jones, Council Member District Three
Michael S. Schiff, Council Member District Four

QUORUM PRESENT

All of said members were present with the exception of Council Member Chaumette who was absent.

Also present were:
Allen Bogard, City Manager
Glenda Gundermann, City Secretary
Joe Morris, City Attorney, and
A Number of Visitors

CONVENE MEETING

Mayor James Thompson convened the session, open to the public, to order at 5:30 o'clock P.M.

INVOCATION

Council Member Olson delivered the invocation.

PLEDGE OF ALLEGIANCE

Council Member Olson led the pledge of allegiance to the Flag of the United States of America.

RECOGNITIONS

CITY OF SUGAR LAND FIRE AND POLICE PERSONNEL FORT BEND COUNTY EMERGENCY MEDICAL SERVICES PERSONNEL ABOVE AND BEYOND RESCUE EFFORTS

Mayor Thompson welcomed the City of Sugar Land Fire and Police personnel and the Fort Bend County Emergency Medical Services personnel, stating one of the core services of the City is public safety and two special recognitions will be presented by the Fire Chief and Police Chief.

Sugar Land Fire Chief J. J. Adame stated on October 25, 2009, Sugar Land Fire, Police, and Fort Bend County EMS personnel were dispatched to an accident at U.S. 59 involving a light truck and an 18-wheeler. A person was trapped in the light truck, and Police Officer Daniel Boykin arrived on scene first and entered the vehicle to assess safety and provide first aid, stabilizing patient's head/neck inside the vehicle. Fire crews arrived, set up equipment to establish a safe work area, and relieved Officer Boykin. Fort Bend County EMS arrived and began patient care with Fire personnel. The driver was trapped, unconscious, with severe bleeding from the head, obvious fractures, and did not respond to any stimulus. Life Flight was dispatched to the scene for Air Medical Transport to a Level I Trauma Center, Memorial Hermann Hospital in the Medical Center.

Fire crews executed several procedures to free the patient from the wreckage, using door removals, dash lift/push, roof removal, and worked off a ladder to access the vehicle for tool use due to the vehicle's height above the ground upon impact. There was no easy way to stabilize the vehicle which was in a precarious position. Police Officer Boykin provided first aid care to the patient, as did the EMS and Fire crews, who tried to safely provide vehicle stabilization and care to the patient while entrapped. The latest report indicated the patient outcome was favorable.

The following personnel were recognized for their significant roles in the incident: Sugar Land Police Officer Daniel Boykin; Sugar Land Fire Department personnel: Battalion Chief Javier Crespo, Lieutenant Craig Swinghammer, Firefighter Donnie Tomlinson, Firefighter Jeremy Brown acting as Officer in Charge, Firefighter Randy Bayes, and Firefighter Bobby Danford; Fort Bend County EMS: EMT Paramedic Tamma Blair, EMT Paramedic Jessica Richmond, and EMT Paramedic Ron Dille.

SUGAR LAND POLICE SERGEANT DANNY CORNELIUS

Mayor Thompson stated another public safety incident occurred recently where one of our Police Officers went "above and beyond".

Sugar Land Police Chief Douglas Brinkley stated on Thursday, December 31, 2009, two groups of young adults began fighting outside of Dillard's for Men at First Colony Mall. One of the participants, a 19 year old male, was shot once. During the commotion, Police Sergeant Danny Cornelius who was off duty and shopping at Dillard's at the time of the incident observed the group of young males running from the area through the mall and immediately gave chase. Sergeant Cornelius' quick response and heroic actions resulted in the apprehension of the suspects involved and the arrests of two individuals.

RECOGNITIONS (CONTINUED)

SUGAR LAND POLICE SERGEANT DANNY CORNELIUS (CONTINUED)

Sergeant Cornelius was recognized for his heroic actions and his significant role in the incident.

PUBLIC COMMENT

Mayor Thompson introduced Public Comment and entertained registered speakers. There were no public comments.

REVIEW OF CONSENT AGENDA

Mayor Thompson introduced Review of the Consent Agenda and entertained questions and/or comments.

CONSENT AGENDA

Mayor Thompson introduced III.A) **SECOND CONSIDERATION: CITY OF SUGAR LAND ORDINANCE NO. 1771** AN ORDINANCE OF THE CITY COUNCIL OF THE CITY OF SUGAR LAND, TEXAS, PERMANENTLY ZONING THE 124.206 ACRES OF LAND LOCATED SOUTH OF U.S. HIGHWAY 59 AND WEST OF DITCH H IN THE TELFAIR DEVELOPMENT AS STANDARD SINGLE FAMILY RESIDENTIAL (R-1) DISTRICT; III.B) Authorizing Amendment Number Two to the Groundwater Reduction Plan between the City of Sugar Land And Plantation Municipal Utility District; III.C) Authorizing execution of a contract in the maximum amount of \$116,420.00 with Jerdon Enterprises, LP for Dairy Ashford Boulevard and U.S. 59 emergency water line replacement; III.D) Approval of the minutes of the regular meeting of January 19, 2010.

Following a full and complete discussion, *Council Member Olson*, seconded by *Council Member Smithers*, made a motion to approve the Consent Agenda. The motion carried unanimously.

FINANCIAL

**AUDITED FINANCIAL REPORT AND AUDITORS OPINION
FOR FISCAL YEAR ENDING SEPTEMBER 30, 2009**

Mayor Thompson introduced consideration on Receive for filing of Audited Financial Report and Auditors' Opinion for Fiscal Year ending September 30, 2009.

Ms. Linda Symank, Director of Fiscal Services, stated each year the City contracts with an outside independent audit firm to complete an audit of the financial records for the year. The CPA firm of Null-Lairson completed the audit this past year.

Mr. Christopher Breaux, Null-Lairson, PC, stated the report on Internal Control and Compliance and other matters included one finding in the audit relating to the recording of capital assets contributed by developers in the City financial records. The City staff has instituted procedures to include formal periodic

FINANCIAL (CONTINUED)

**AUDITED FINANCIAL REPORT AND AUDITORS OPINION
FOR FISCAL YEAR ENDING SEPTEMBER 30, 2009 (CONTINUED)**

communications between Engineering and Finance departments and quarterly reconciliation of capital asset sub-ledger and general ledger.

Single audit reports were issued due to the amount of federal funds received for major programs, primarily from FEMA grants (Hurricane Ike) and Community Development Block Grants. There were no findings in these areas.

Several items of Required Communications were summarized: There were no difficulties with management in performing the firm's duties, no disagreements on accounting procedures. One issue discussed with the Finance/Audit Committee is that there are a number of estimates that Staff made in the financial statements, estimated lives of capital assets and allowances for uncollectable taxes receivable. The auditor feels that the estimates made are appropriate within industry guidelines. No significant audit adjustments were made or suggested. Immaterial audit differences have been summarized and were presented to the Audit Committee. There were no matters discussed with management prior to retention and no difficulties encountered in performance of the audit. Null-Lairson confirmed that they are independent accountants with respect to the City of Sugar Land, Texas.

Ms. Symank reviewed some of the schedules in the Annual Report. The first schedule is a Statement of Net Assets and is the Total Primary Government which combines all funds of the City into one report:

<u>Total Primary Government</u>	<u>2008</u>	<u>2009</u>
Cash and Investments	\$ 91 M	\$ 77 M
Receivables/Other	18 M	17 M
Net Capital Assets	478 M	533 M
Total Assets	\$587 M	\$627 M
Current Liabilities	18 M	14 M
Long Term Debt/Notes	184 M	170 M
Total Liabilities	\$202 M	\$184 M
Net Assets	\$385 M	\$443 M

The General Fund is the statement of revenue and expenditures and changes in fund balance. The General Fund is the City primary operating fund:

	<u>2009</u>
Total Revenues	\$62.0 M
Total Operating Expenditures	62.4 M
Excess of Revenues/Expenditures	(\$.4)M
Other Sources/Uses	1.4 M
Net Change in Fund Balance	1.0 M
Ending Fund Balance	\$27.7 M

FINANCIAL (CONTINUED)

**AUDITED FINANCIAL REPORT AND AUDITORS OPINION
FOR FISCAL YEAR ENDING SEPTEMBER 30, 2009 (CONTINUED)**

General Fund Balance:

	<u>2008</u>	<u>2009</u>
Reserved	\$ 3.4 M	\$ 1.0 M
Unreserved	23.3 M	26.6 M
Total	\$26.7 M	\$27.7 M
Actual Budget Reserve		\$20.3 M
25% Reserve Requirement		\$13.0 M

General Fund Revenue has numerous revenue sources, with \$67 million in revenue. This is the operating revenue as well as other funding sources. The two largest revenue sources for the General Fund are the Sales & Use Taxes and Property Taxes, which consist of about 65 percent of the General Fund total revenues; franchise fees of \$5 million, charges for services of \$4.5 million, Intergovernmental of \$4.6 million, Licenses & Permits of \$2.2 million, and Transfers & Other of \$6.9 million which also includes any proceeds from the sale of assets.

General Fund Expenditures had a total of \$66.0 million which includes the operating expenditure and other uses of funds. Police and Fire have the largest expenditures in the General Fund, Police at \$14.9 million and Fire at \$14.7 million, followed by Administrative Services at \$11.3 million, General Government, Public Works, Community Development, Parks, and Others which includes the transfers out to CIP for self-funding of projects and the vehicle replacement program.

Utility System Fund is the statement of revenue, expenditures, changes, and fund net assets. In the Utility Fund and the Surface Water Fund, revenues were \$29.1 million. The primary revenue source for the Utility Fund is the rates that the city charges for water and sewer, and surface water fees. Total expenditures of \$19.5 million, operating income of \$9.6 million, non-operating/transfers of \$4.1 million, change in net assets of \$13.7 million. Total Net Assets – ending of \$182.8 million; and of that amount, \$160.1 million is invested in capital assets net of the related debt; restricted \$5.0 million for Debt Service and Debt Service Reserve; unrestricted \$17.7 million and included are the funds that have been accumulated in the Surface Water Fund.

During the year at the time the budget is adopted, a five-year Capital Improvement Program is prepared. For 2009, the total projects in the five-year period were \$249.3 million of which \$37 million were projects for 2009 and consist of: \$6.2 million in Water projects; \$6.1 million in Sewer projects; \$3.0 million in Surface Water; \$3.3 million in both Drainage and Municipal projects; almost \$6 million in Parks; \$5.0 million for Street; and \$4.2 million for Traffic. The projects are primarily funded by bond proceeds. Debt was not issued in 2009.

Long Term Debt: Total debt outstanding was \$184.4 million which represents the principal that is outstanding. Bonds were not sold in 2009; the city had a \$47.3 million bond sale early in 2010 which covered funding for 2010 projects, 2009 projects, and some 2008 projects that were ready for funding. With the bond sale sold in 2010, outstanding debt is \$231.7 million.

MUNICIPAL UTILITY DISTRICT BONDS

Mayor Thompson introduced consideration on authorizing issuance of Fort Bend County Municipal Utility District No. 108, \$3,325,000 Unlimited Tax Refunding Bonds, Series 2010.

Ms. Jennifer Brown, Budget and Research Director, stated Fort Bend MUD No. 108 is located in the city ETJ of Greatwood that is proposing an issuance of \$3.3 million in Refunding Bonds Series 2010. The issue will refund \$1.1 million of Series 1995 bonds and \$1.9 million of Series 1997 bonds. The proposed refunding is not extending the maturity of the current debt but is accelerating repayment of the maturities that it is refunding.

The issue has been reviewed by staff who has determined it is in compliance with the SPA that was approved between the MUD and City. The District's financial advisor is estimating a present value savings of 3-1/2 percent, net present value for the proposed issue with average annual debt service savings of approximately \$11,800 per year for 12 years based on preliminary estimates. The District has an underlying rating of BBB+ by Standard & Poor's, and will be insuring the bonds to a AAA rating. Under Chapter 5 of the City Code of Ordinances, the MUD must obtain the City consent before issuing any debt including any refundings.

Ms. Julie Williams, Rathmann and Associates, stated the firm was informed recently that the District had received an upgrade in its rating from BBB+ to A-, which has significantly improved the District savings that will be achieved from the transaction, estimating now approximately \$25,000 per year for a total of over \$200,000 over the 8-year life of the bond issue.

Subject to Council approval, the bonds will be priced for sale at the end of the week to take advantage of the good market conditions.

Following a full and complete discussion, **Council Member Olson**, seconded by **Council Member Schiff**, made a motion to approve issuance of Fort Bend County Municipal Utility District No. 108, \$3,325,000 Unlimited Tax Refunding Bonds, Series 2010. The motion carried unanimously.

CONTRACTS AND AGREEMENTS

ELECTRONIC DOCUMENT MANAGEMENT SYSTEM

Mayor Thompson introduced consideration on authorizing execution of a Contract in the maximum amount of \$124,855.00 with Municipal Code Corporation for purchase of Electronic Document Management System.

Ms. Sharlett Chowning, Director of Information Technology, stated EDMS is a computer application used to track and store electronic documents and images of paper documents; it uses technology to retrieve, track, manage, revise, share, preserve, distribute, and store electronic documents and images of paper documents.

The official records that the City retains include: City Charter, Council Ordinances and Resolutions, Contracts and Agreements, Development Codes, Employee Records, Financial Records, Vital Records for Continuity of Government, Master Plans, Tax Abatements, and Legal Notices.

CONTRACTS AND AGREEMENTS (CONTINUED)

ELECTRONIC DOCUMENT MANAGEMENT SYSTEM (CONTINUED)

Over 100,000 official documents are created by the City departments each year, and the documents are being maintained in various locations and are readily available only to those within the department. It is difficult to manage the retention and disposition of documents scattered throughout the City.

Based on the Retention Schedule as developed by the Texas State Library Association, each record series must have a retention period. At the end of the period, the documents are to be destroyed. When documents are scattered throughout the City, it is hard to manage the retention schedule as well as managing the destruction of documents in a timely fashion.

EDMS is implemented by taking the 100,000 official documents/paper, scan each into a scanner, index them, which is the critical part of an Electronic Document Management System as the documents are put into an electronic filing cabinet and indexes are created so the documents are retrievable; then identified to determine the retention period, and next they are put on discs in a computer room. To locate a specific document, key words will be typed in and there is instant retrieval of the document.

Staff is proposing a phased implementation. The City will acquire hardware and software; set up records management structure and records series; begin with two departments, City Secretary and Human Resources, and add additional departments in a staged implementation.

Staff recommends the purchase of LaserFiche software and services from Municipal Code Corporation (MCCI), a Texas DIR vendor.

Council discussion ensued regarding procedures for the official documents; staff stated MCCI has policies and procedures for obtaining the critical documents from the past so that in the future all official documents will be scanned. After the scanning process is completed, many documents will be shredded.

Council Member Jones inquired as to preserving the original Charter of the city.

City Secretary Glenda Gundermann commented there are historical documents that will not be destroyed; the City Charter, minutes, ordinances, resolutions, and other like items. There will be policies and guideline processes for the documents that are shredded and documents that are retained; the electronic system will provide and serve as a backup for those critical documents that are vital to the continuity of government.

Staff stated that the value of an Electronic Document Management System is not the storage of the document, but the retrieval of the document in a timely fashion. The objective of the EDMS is to redirect City staff efforts into a different system that will be more efficient in the future.

Following a full and complete discussion, ***Council Member Abraham***, seconded by ***Council Member Smithers***, made a motion to approve a Contract in the maximum amount of \$124,855.00 with Municipal Code Corporation for purchase of Electronic Document Management System. The motion carried unanimously.

PUBLIC HEARING

**AMENDMENTS TO CITY OF SUGAR LAND DEVELOPMENT CODE,
CHAPTER TWO AND CHAPTER TEN**

Mayor Thompson convened the Public Hearing to receive and hear all persons desiring to be heard on amendments to City of Sugar Land Development Code, Chapter Two and Chapter Ten for residential floor area ratio, maximum noise regulations, maximum lighting standards, and hotel standards.

Ms. Sabine Somers-Kuenzel, Planning Director, stated this amendment will conclude Development Code amendments directed by the City Council for the Fiscal Year 2009 Strategic Project. Planning and Zoning Commission unanimously recommended approval of the revised amendments to the Mayor and City Council on December 8, 2009. This public hearing follows the January 19, 2010 workshop meeting with City Council at which the final recommendations from the Planning and Zoning Commission were discussed.

The recommendations are:

- Maximum single family Floor to Area Ratio (FAR) at 0.71
- Maximum lighting regulations for residential and commercial; address light trespass and glare from nonresidential sites by full cutoff light and recessed fixtures
- Apply noise standards to industrial zones. Staff will monitor commercial areas.
- Add hotel development standards and distinguish between four types; Full service, Select Service, Limited Service, and Extended Stay. Define and regulate each type separately through zoning districts; extended stay not permitted. Establish guidelines and criteria for review of hotel proposals.

Staff will monitor parking garage regulations, bulk-plane regulations, and building finishes regulations.

Mayor Thompson entertained comments from the public; hearing none the Public Hearing was closed.

**ORDINANCE NO. 1773 – AMENDING CHAPTERS TWO AND TEN OF THE
SUGAR LAND DEVELOPMENT CODE**

Mayor Thompson introduced **FIRST CONSIDERATION: CITY OF SUGAR LAND ORDINANCE NO. 1773** AN ORDINANCE OF THE CITY OF SUGAR LAND, TEXAS, AMENDING CHAPTERS TWO AND TEN OF THE SUGAR LAND DEVELOPMENT CODE RELATING TO LIGHTING, NOISE, HOTEL STANDARDS, RESIDENTIAL ZONING DISTRICT REGULATIONS; AND PROVIDING A PENALTY FOR VIOLATIONS OF THE ORDINANCE.

Ms. Sabine Somers-Kuenzel, Planning Director, stated there were no further comments.

Following a full and complete discussion, *Council Member Olson*, seconded by *Council Member Abraham*, made a motion to pass to second reading **CITY OF SUGAR LAND ORDINANCE NO. 1773** AN ORDINANCE OF THE CITY OF SUGAR LAND, TEXAS, AMENDING CHAPTERS TWO AND TEN OF THE SUGAR LAND DEVELOPMENT CODE RELATING TO LIGHTING, NOISE, HOTEL STANDARDS, RESIDENTIAL ZONING DISTRICT REGULATIONS; AND PROVIDING A PENALTY FOR VIOLATIONS OF THE ORDINANCE. The motion carried unanimously.

WORKSHOP

2009 CITIZEN SATISFACTION SURVEY

Mayor Thompson introduced discussion on 2009 Citizen Satisfaction Survey.

Ms. Pat Pollicoff, Communications Director, stated the City of Sugar Land engaged Creative Consumer Research (CCR) to conduct a telephone survey of Sugar Land citizens to assess satisfaction with City services; the firm conducted two previous City surveys in 2004 and 2006. The 2009 survey continues to track service levels and citizen opinions from the 2004 and 2006 surveys which established the baseline for comparison of citizen satisfaction for future surveys. Staff believes the survey accurately gauges citizen perceptions in relationship to City Council goals and appropriately reflects the City demographics for location, gender, age, ethnicity, and income levels.

Ms. Joyce Walter, Executive Vice President of Creative Consumer Research, presented a brief overview of the methodology used for the 2009 Survey. The telephone calling was made in October-November 2009. To complete the 509 interviews, over 37,000 calls were made which gave a ratio of 74 calls for each completed interview which is high but is probably due to time of year that the calls were made even though the ratio has been climbing over the last several years. About half the calls were to answering machines, about 2 out of 10 were no answers, 7 percent were initial refusals, and there was a language barrier in only 1 percent. For future studies, CCR wanted to determine if there would be a need to offer the services in a language other than English, but with the one percent language barrier, there is no need. The margin of error on the survey is approximately plus or minus 4 percent.

The requirements for participation in the 2009 Citizen Community Survey included: Residents must have lived in the City of Sugar Land for at least 3 months; City employees and Council members were screened out of the survey; the survey was unblinded meaning as part of the introduction, the respondents were told the survey was conducted on behalf of the City of Sugar Land; and the average interview length was 19 minutes. Demographics included: Female respondents were 55 percent; average age of survey participants was 48 years; the majority of respondents were white with approximately one-fourth being Asian; and specific quotas were set to represent north or west of Highway 59 and south and east of Highway 59 based on number of households in the areas.

Ms. Pollicoff presented highlights of the survey:

- 97% of citizens rate Sugar Land quality of life as excellent or good.
- 93% agree that Sugar Land is a well-planned community that ensures compatible land use for residential, office and retail purposes.
- 90% of citizens report feeling safe or very safe throughout the City.
- 91% are satisfied with City services in return for dollars paid.

Appearance and beautification, cultural activities, entertainment, local shopping, and local job opportunities received high marks. There was a slight downward shift in “excellence” under local job opportunities, which leads staff to believe the economy has impacted our community.

WORKSHOP (CONTINUED)

2009 CITIZEN SATISFACTION SURVEY (CONTINUED)

Areas receiving significantly higher ratings from the 2006 survey include:

- Quality of Life
- Public Safety including factors for Police, Fire and Emergency Preparedness
- Mobility
- Code Enforcement
- Overall City Services

Under “quality of life”, trash collection was considered to be good or excellent, with 83 percent of respondents reporting that they do recycle. The Medical Facilities in the city received excellent ratings, jumping from 41 to 59 percent. Overall, City services showed a significant jump in excellence from 2004 to 2006 to 2009.

In the Police category, traffic enforcement, reducing juvenile crime, addressing safety concerns, visibility in residential areas, and crime prevention efforts received high marks. The Fire Department received high marks for performance, competency among agency employees, excellent fire prevention/education programs, and excellent ratings on all categories for response time.

In the Parks area, 45 percent of the citizens responded that they used a park or City facility; the citizens approved of the convenience of the park locations, condition and safety of equipment, cleanliness, turf maintenance, and accessibility. In Recreation, there was a slight dip from 2006, from 35 to 25 percent. Respondents participated in leisure classes, sports programs, but the majority attended City-sponsored events.

Communication sources included the City community newsletter which received an 89 percent excellent or good rating, City calendar 87 percent, and Web site over 92 percent responded with extremely or very useful. E-News which is a twice/month subscription was ranked very useful or useful.

There was a considerable drop in acceptance by the community in the Municipal TV Channel; the resident must be a Comcast subscriber, and less than half of households in the City are Comcast subscribers. Another area that showed a significant drop in approval was local newspapers; 78 percent found it useful or very useful which was down from 87 percent in 2006. Staff believes this reflects a trend that people are turning far less to traditional news sources.

At the end of the survey, the citizens were asked to provide extra comments about the City of Sugar Land, and 60 percent chose to make comments: The City is doing a great job overall; some asked for better traffic control and improve/maintain sidewalks; the City is a great place to live; more police visibility in neighborhoods; and several believed there was improved communication during the hurricane with web site.

Staff stated overall the City received excellent marks; the goal is to sustain and further improve the areas that received strong ratings and review those needing improvement. The survey is an effective tool to assist in guiding the strategic planning.

WORKSHOP (CONTINUED)

2009 CITIZEN SATISFACTION SURVEY (CONTINUED)

Council discussion ensued regarding the high incidence of phone calls with no responses. Ms. Walter stated people are hiding behind their answering machines; if the Creative Consumer Research name and number are not recognizable on the Caller ID, the call will typically not be answered. She stated that the firm makes the phone calls on weekday evenings from 5:00 to 9:00 p.m. and on Saturday's from 10:00 a.m. to 4:00 p.m. To change the methodology would affect the cost of the services, and Ms. Walter stated her firm has tried other methods of web-based surveys which present further challenges.

Council Member Schiff inquired if there is a possibility of routing the phone line through the City and in some way identifying it as a City phone call, as the calls would more likely be answered. Ms. Walter commented that could be done.

Mayor Thompson asked the City Manager to comment on the survey process and what will be done with the data received from CCR.

City Manager Allen Bogard stated in the past, the survey was shared with the appropriate departments and staff was asked to identify areas within their department that need improvement, which is the real value of the survey. As far as future surveys, Council would need to make that decision in two to three years and probably identify some specific areas that need to be targeted.

Council Member Smithers asked if a written survey would get more responses, and Ms. Walter stated probably not because with a mail survey, the research firm loses all control over who in the household actually responds, representation of the population in terms of demographics and the geography used would not be ensured, and it would be a more expensive process due to the mail-outs.

ORGANIZATIONAL ACCOUNTABILITY EFFORTS

Mayor Thompson introduced discussion on organizational accountability efforts.

Ms. Jennifer May, Assistant to the City Manager, stated the organizational accountability efforts were discussed with City Council as part of the organizational performance objectives at the November 2009 Retreat. One of the most visible ways of practicing accountability is benchmarking against other cities. Currently, this is done on a semi ad hoc basis and includes comparisons of water/wastewater rates, development fees, TML taxation and debt survey, and looking to other municipalities to outline "best practices" for various policies. On an annual rotating basis, the City selects departments to undergo operational assessments. The Utilities Department was chosen in 2009 and work is ongoing. For 2010, the Fire Department was chosen and a vendor for the project will be selected shortly.

A major part of the effort to improve accountability has been the ongoing strategic management project to develop business plans under the leadership of the Budget and Research Department. This will further coordinate the annual budget with the City strategic plan. Originally developed by departments approximately six years ago, the project is updating and expanding the business plans. A Mission Statement is now included that explains why the department exists, what it hopes to achieve in the future, and how its

WORKSHOP (CONTINUED)

ORGANIZATIONAL ACCOUNTABILITY EFFORTS (CONTINUED)

objectives are aligned with the City overall mission. A departmental organizational chart and the Program of Services are included. In the Program of Services, the departments clearly define the list of services they provide, give a definition for service level objectives which identifies the expectation for how the service is to be performed in exchange for the dollars budgeted, which is what level the service is considered delivered; details on hours of operation, who performs the service, and timeframe for responding to requests for service. It also includes service level measures which is an effort to hold ourselves accountable by defining a standard of delivering the service. The departments are specifically asked to look at measures that assess the intended outcome versus merely measuring efficiencies, and departments outlined a 3-year future outlook which includes proposed funding needs.

The Budget and Research Department is currently combining the information for City Council prior to the March retreat on the Fiscal Year 2011 budget and key issues for discussion with management. All the drafts have been reviewed with the City Manager, and departments are currently working on revisions. As opportunities arise, staff will be sharing portions of the plans with Council.

As part of the business plan project, the Budget and Research Department is researching a Performance Measurement System such as ICMA (International City/County Management Association), the center for performance measurement building on the effort to identify service level measures. Such a system would allow us to determine if the standard for performance that we have set is appropriate by benchmarking it against other cities. With the added step, which is planned to be implemented in Fiscal Year 2011, Budget and Research will not only be holding the departments accountable for meeting service level objectives, but the entire organization accountable for performance by comparing the City to other high level cities across the state and nation.

Staff efforts include the Organizational Structure analysis that Council discussed at the November retreat. Staff will gather basic demographic information, economic and employment measures, and information on major initiatives of similar cities and compare their organizational structure at department head level and above with the City. The analysis will be brought back to Council at the March retreat.

The list of comparable cities will be finalized and includes Texas municipalities of varying similarity to Sugar Land and basic demographic information for each city. Based on initial research, staff is recommending that at least the following ten cities be included in the list: Allen, Carrollton, Lewisville, McKinney, College Station, Pearland, Richardson, Round Rock, Denton, and Frisco; and asked Council to add or remove any cities.

Council discussed various cities; the need to capture how much each city and the City of Sugar Land outsources, deleting one or two of the cities in the Dallas area, adding one or two cities that are different, choosing the most comparable cities according to size and selecting comparable cities in which to go more in-depth on privatization.

Council recommended keeping the Cities of Tyler, Frisco, Denton, Pearland, College Station, and Allen on the list.

WORKSHOP (CONTINUED)

ORGANIZATIONAL ACCOUNTABILITY EFFORTS (CONTINUED)

City Manager Bogard stated staff will inventory what the City currently outsources, document in a report that staff will have for Council before the retreat, identify comparable cities and their outsourcing, and determine if the city is not outsourcing where it could or the city is outsourcing where others are not.

The next steps will include refining the list with Council input, moving forward with conducting the research, preparing the analysis, and moving forward with the Performance Measurement System research in order to implement the system in Fiscal Year 2011.

CITY COUNCIL CITY MANAGER REPORTS

CITY COUNCIL REPORTS

Mayor Thompson introduced Community Events Attended or Scheduled.

Council Member Smithers reported he and Council Member Chaumette attended a Metro Computer Rail meeting initiated by Congressman Al Green in Missouri City.

Council Member Abraham reported attending the Compensation meetings and Sugar Land Development Corporation meeting; he and Council Member Smithers attended the Fort Bend Mayors Council meeting.

Council Member Olson attended Finance/Audit Committee meeting and received results of the Audit Review and heard a presentation on contract with Fort Bend County for tax collection; attended two Compensation Committee meetings and discussed continuing work on compensation policy revisions; attended Venetian Estates Annual Homeowners meeting and the main topic of discussion was the rezoning of property on Savoy Street; and attended First Colony Crime Prevention meeting.

Council Member Schiff reported on the sales tax update at the Finance/Audit Committee meeting where a report was given on a significant reduction in the sales tax this past year.

CITY MANAGER REPORT

City Manager Bogard reported the Cultural Kite Festival scheduled for Saturday, February 6, 10:00 a.m. at Sugar Land Memorial Park will be held weather permitting with the decision to be made on Wednesday, February 3.

RECESS REGULAR MEETING

Mayor Thompson recessed the Regular Meeting to go into Closed Executive Session, time 7:14 o'clock P.M.

CLOSED EXECUTIVE SESSION

Mayor Thompson introduced **Closed Executive Session** as authorized by Chapter 551, Texas Government Code, in accordance with:

Personnel: Section 551.074

a) For the purpose of discussion with respect to the city manager quarterly performance.
Mr. Allen Bogard, City Manager.

ADJOURN CLOSED EXECUTIVE SESSION

Mayor Thompson adjourned the Closed Executive Session, time 7:24 o'clock P.M.

RECONVENE MEETING

Mayor Thompson reconvened the Regular Meeting, time 8:00 o'clock P.M.

ADJOURN

There, being no further business to come before Council, ***Council Member Smithers***, seconded by ***Council Member Olson***, moved that the meeting adjourn. The motion carried unanimously and the meeting adjourned, time at 8:01 o'clock P.M.

Glenda Gundermann, City Secretary

(SEAL)